Mission

Enriching the campus community through data integrity, policy excellence, and responsive services.

Core Values

Strategic Priority: Invest in Staff

Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Maintain a culture of professional growth and the ability to take work time to engage in professional development that broadens knowledge through skill trainings, engagement with affinity groups, UC colleagues and regional/national organizations *(ES Strategic Plan)*	Ongoing	1. Staff engaged in professional development at minimum 2x per year	Management
Maintain a WFH/Hybrid model that aligns with the business needs of the office, provides flexibility to staff and engages all staff in their professional needs to promote success.	Ongoing	1. Procedural deadlines are being met and projects/new initiatives are making timely progress. 2. Quarterly All-Hands Registrar Meeting are fully attended. 3. Intentionally ensuring all staff are engaged in professional growth and have the tools for success. 4. Customers are serviced within the established service level agreements.	Registrar
Embrace a philosophical environment of exploration and tolerance for flexibility in how problems are solved with new/different methods.	Ongoing	1. Monthly Registrar meeting or adhoc meeting to evaluate staff experiences 2. 1:1 staff/supervisor meetings 3. Debrief of specific event that was implemented	Management
Provide learning opportunities for partners across campus (faculty and staff).	Ongoing	1. Trainings offered and attendance 2. Utilize Registrar Quarterly meetings and/or trainings to request verbal feedback on needs and desires 3. Identify opportunities to broaden reach for different learning styles (i.e. recordings for visual and auditory learners; Teams/Slack topic group dialogs)	Knowledge and Process Experts

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Strategic Priority: Invest in Staff

Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Develop a professional development strategy that maximizes succession planning and ensures staff have the tools to perform their jobs well. *(ES Strategic Plan)*	Ongoing	1. Ensure documentation is up to date and accurate 2. Create opportunities for knowledge sharing and growth	Management
Collaborate with departments across Enrollment Services and adjacent units for department operational knowledge sharing.	Ongoing	1. Invitations to staff retreats or meetings 2. Direct collaboration via staff or areas of office with others	Management

Future Initiatives			
Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Consider additional training opportunities that might not be UCR HR based, but also not regional/national conferences (more local opportunities).			Management
Engage with AVC and CFAO to determine staffing needs to support a campus of 30,000 students. *(ES Strategic Plan)*			Management

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Strategic Priority: Create a Seamless, Student-Centered Experience

Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Manage system upgrades to ensure new versions do not negatively impact the current experience; consider new opportunities in the system to bring new or enhanced services to the campus.	Ongoing	1. Assess impact of known issues for available modules/versions. 2. Identify new functionality in available modules/versions for new opportunities. 3. Testing and remediation of all modules/versions prior to deployment.	Management and Compliance Analyst
Track known system issues for potential fixes or enhancements.	Ongoing	1. Maintain a centralized list. 2. Track ticket/issue with ITS/3rd party vender (i.e., CR tracking via Ellucian HUB)	Management and Compliance Analyst
Ensure data integrity is maintained at the highest level to ensure students have a smooth registration experience and their student record is maintained to promote retention and progress towards degree.	Ongoing	1. Cyclical and holistic auditing completion 2. Submitted issues	Assistant Registrars
Engage with the Enrollment Services process to re-envision the purpose, mission, and vision of the Highlander One-Stop Shop. *(ES Strategic Plan)*	Short-term	1. Share with AVC the idea of the HOSS being their own department with single reporting structure. 2. Participate in designated ES meetings to collaborate on plan.	Registrar, Assistant Registrar: Records, and Customer Service Lead

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Strategic Priority: Create a Seamless, Student-Centered Experience

Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Manage Degree works upgrade to ensure a smooth implementation. (Phase II)	Short-term	1. Establish Timeline 2. Establish version for implementation 3. Testing and deployment 4. Communication and training of campus partners	Assistant Registrar: Degree Audit and Graduation
Consider better forms of communication to our student population (outreach and website presence)	Short-term	1. Evaluate current communication plan with new Communication Manager 2. Collaborate with Graduate Students on distinct communications when appropriate 3. Revise website with clear and comprehensive information for students.	Associate Registrar

Future Initiatives			
Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Engage with Enrollment Services and Student Business Services to develop a web presence that integrates business processes from the lens of the student and process, not the department. *(ES Strategic Plan)*	Short-term		Registrar and Associate Registrar
Engage with Enrollment Services on the development of a centralized call center for student-facing functions. *(ES Strategic Plan)*	Short-term		Assistant Registrar: Records and Customer Service Lead

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Strategic Priority: Data Informed Decision-Making

Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Ensure access to enrollment and degree data via National Student Clearinghouse by 3rd parties and NSLDS.	Ongoing	1. Meet 60-day reporting requirement for NSC/NSLDS 2. Respond to verification requests from NSC within established service level agreements	Compliance Analyst and Residency and Fee Coordinator
Collaborate with campus partners to share data for operational efficiencies, within FERPA compliance.	Ongoing	1. Training on reports facilitated by the Registrar's Office available to campus partners.	Assistant Registrars
Generate quarterly Academic Scheduling Reports for Course Scheduling Committee and campus partners to assist in identifying opportunities for improvement in the scheduling of classrooms.	Ongoing	1. Completion of quarterly report by 4th week of same quarter. 2. Debrief on any outlying data points with Course Scheduling Committee.	Assistant Registrar: Courses and Academic Scheduling
Monitor workload to provide more accurate processing estimates	Ongoing	1. Regular monitoring via feedback tools based on cycles and deadlines.	Assistant Registrars
Graduation: Degree audit and conferral automation	Short-term	1. Create report that identifies students with problems; staff still reviewing accuracy of data 2. Once staff believe risk is low, full automation for students without errors	Assistant Registrar: Degree Audit and Graduation
Partner with campus through XCITE, Multimedia and facilities to ensure classrooms.ucr.edu is an effective resource.	Ongoing	1. Assessment of what is currently on the site compared to what is in the rooms (via Excel inventory). 2. Have the website updated	Assistant Registrar: Courses and Academic Scheduling

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Strategic Priority: Institutional Efficiency

Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Ensure data integrity is maintained at the highest level to minimize the needs for campus partners to follow up with the Registrar's Office.	Ongoing	1. Evaluate current inventory of audit reports to identify current gaps 2. Create new audits to meet gaps 3. Audit on standard interval (calendar) to be proactive	Assistant Registrars
Use test systems for design and review. Move to production only after approval.	Ongoing	1. Establish a refresh schedule of PPRDXE to be upheld by ITS.	Management
Communicate best practices and administrative processes to campus partners through training and communication.	Ongoing	1. Produce monthly newsletter. 2. Fall/Winter/Spring Campus wide presentation. 3. Campus-wide procedure trainings. 4. Ensure Registrar, Courses and UCR Banner website are updated 5. Ad hoc communications on emergent items	Management
Maintain a culture of process improvement by regularly reviewing procedures and consider opportunities for positive change.	Ongoing	1. Centralize procedures to Registrar SharePoint by December 31, 2023 2. Update changes to procedures within 2 weeks of identification 3. Biannual review of all procedures 4. Create opportunities for staff to share new ideas or revisions to process.	Assistant Registrars

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Strategic Priority: Data Informed Decision-Making

Future Initiatives			
Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Provide staff training on how to understand and interpret data in reports. *(ES Strategic Plan)*	Short-term		Management
Collaborate with ITS on their data strategy to ensure accessible ways to pull on demand student information. *(ES Strategic Plan)*	Short-term		Registrar
Collaborate with FAST to ensure data from Workfront is accessible for workload evaluation and problem identification.	Short-term		Assistant Registrars
Utilize data (qualitative and quantitative) to understand areas for process improvements and areas of action for strategic priorities. *(ES Strategic Plan)*	Ongoing		Management

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Strategic Priority: Institutional Efficiency

Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Provide opportunities for use of academic classrooms for supplemental course needs or non-academic events.	Ongoing	1. Website presence of classroom calendar 2. Collaboration for campus centralized scheduling system	Assistant Registrar: Courses and Academic Scheduling
Work with Paradigm to utilize their technology to expedite/streamline the diploma order process	Short-term	1. Complete demos with Paradigm on new modules 2. Assessment of how to leverage new modules for process improvement 3. Implementation	Assistant Registrar: Records
Collaborate with campus partners on shared processes, workflows and form design. *(ES Strategic Plan)*	Short-term	1. Student Forms project 2. Work with TCAS as a new department to understand timelines and deliverables	Registrar and Associate Registrar
Centralize appropriate Academic Scheduling administrative tasks. *(ES Strategic Plan)*	Short-term	1. Research other campus procedures 2. Consider different proof of concepts 3. Engage with Scheduling team for innovation ideas 4. Maximize utilization of technology solutions	Registrar
Curriculum/Course/Catalog integrated system for a better student experience	Short-term	1. Establish financial support 2. Present to Academic Senate to generate buy-in for curriculum implementation 3. Purchase Coursedog	Registrar

Future Initiatives		
Initiative	Metric or Milestones	Lead
Establish faculty record maintenance process	Short-term		Assistant Registrar: Courses and Academic Scheduling

Strategic Priority: Advance a strategic and innovative campus framework for setting, fulfilling, and assessing undergraduate enrollment goals.

Initiative	Short-term vs. Ongoing	Metric or Milestones	Lead
Ensure data integrity is maintained at the highest level and transactions are completed timely to appropriately influence enrollment projections/goals.	Ongoing	1. Evaluate missing audit reports and submit to ITS for creation 2. All audit reports are managed in a timely manner at multiple levels to ensure census and end of term reporting is accurate 3. All term impacted processing will be completed prior to reporting deadlines (i.e. census and end of term reporting)	Assistant Registrar: Records
Collaborate with ITS and UC undergraduate campuses to implement a centralized SLR process providing decisions to students at time of admit.	Short-term	1. Ongoing participation in system-wide workgroup 2. Implementation and change management	Assistant Registrar: Records

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